



Applicant Information

Please read the following information carefully prior to making an application for the position of:

INTAKE ADMINISTRATION WORKER
1 x 12 month Fulltime position
(IA/S/8/20)

Applicants **must** address all the key selection criteria (KSC) providing examples of their work experience and capacity to meet the KSC.

Applicants must also provide their resume, proof of educational qualifications and/or experience and 2 professional referees with the application to be considered for interview. Incomplete applications will not be processed.

Applications must be made electronically and in writing and be received by **11 pm** on **Sunday 9th August 2020**. Applications should be emailed to: info@domesticviolence.com.au

Emails should mark the application with the following:
IA/S/8/20

Applications that do not address the selection criteria or are received after the closing date will not be considered for interview.

If you have any questions about the position, please direct them to info@domesticviolence.com.au .

We will endeavour to respond within 24 hours during the working week.

INTAKE ADMINISTRATION WORKER 12 MONTH CONTRACT

The Domestic Violence Prevention Centre GC Inc. (DVPC) is currently seeking applications from individuals who are suitably qualified and/or experienced in providing administrative support to Programs that deliver support to women, children and young people who have experienced domestic and family violence.

The position is for 12 months and is located **at** the Southport office. The successful applicant will provide a range of administrative supports within the Intake team including welcoming clients, answering phones, scheduling or rescheduling of appointments, sending information packs to clients and maintaining supplies of resources, booking accommodation, organising safety audits or security devices and providing items that are required to support the women and children's safety.

From time to time, the role will also be required to undertake basic administrative, organisational support functions as required.

DVPC is a specialist Domestic and Family Violence (DFV) service based on the Gold Coast and Beenleigh. It provides domestic and family violence responses to women, children and young people and delivers the Men's DV Education and Intervention program in partnership with Queensland Corrective Services. DVPC currently has four sites of service delivery; and offers services from Beenleigh to the border of New South Wales.

We offer employees:

- A dynamic workplace that values innovation and quality practice
- A commitment to staff wellbeing and professional development through Employee Assistance Programs, Supervision and Training & Development
- 5 weeks annual leave
- Salary sacrificing options

Salary and Conditions: SCHADS Award SACS level 2. The Pay point determined by successful applicants experience and qualifications.

Applications must be made in writing and received by 11 pm on Sunday 9th August 2020.
Late applications will not be considered for interview.

The Application Pack including Position Description with the key selection criteria and instructions on how to apply are available on our website www.domesticviolence.com.au see menu under **About Us/ Working with Us/ Current Vacancies.**

Applications must address the key selection criteria, provide a CV, proof of educational qualifications and/or experience and 2 professional referees to be considered for interview.



INTAKE ADMINISTRATION WORKER 12 MONTH CONTRACT

- LOCATIONS:** The main office is located at Southport with potential to outreach to locations within the catchment area
- REPORTING:** This Position reports to the Women and Children's Services Coordinator
- FUNDING:** The funding for this position is provided by the Department of Child Safety, Youth and Women
- DAYS/ HOURS OF WORK:** Monday to Friday 8.45 AM - 4.45 PM (36.25 hours)
- AWARD/ CLASSIFICATION** Level 2 SCHADS Award (Qld) Social and Community Services Employee. The Pay point will be dependent on the successful applicant's skills and experience. This will be negotiated with the successful applicant prior to the issuing of the employment contract.
- ANNUAL LEAVE:** 5 weeks per annum

Please note:

- **DVPC has an Intake model that will be ongoingly reviewed, and the position may be modified to incorporate any changes deemed necessary to ensure the ongoing success of the model**
- **Under section 25 of the Anti-Discrimination Act 1991, there is a genuine occupational requirement for the incumbent to be female**
- **Employees can access salary sacrificing and entertainment allowance benefits as part of their employment conditions. Participation is voluntary.**

THE ORGANISATION: The Domestic Violence Prevention Centre GC Inc. (DVPC) is a specialist domestic violence service based on the Gold Coast and Beenleigh. It has been operating since 1992. It offers support to women, young people and children who have experienced domestic and family violence and delivers mandated behaviour change programs to male perpetrators of domestic and family violence. DVPC utilises a feminist framework and evidence-based practice to inform and direct its service responses. DVPC convenes the GC Domestic Violence Integrated Response (GCDVIR), which brings together systems agencies and relevant organisations to improve responses to high risk women and children to enhance their safety and wellbeing, and to actively work towards improving

collaboration between all agencies on the Gold Coast who are responding to domestic violence.

PURPOSE OF THE ROLE: The role will support the Women's Advocate and Children and Young Person's program services delivery. Whilst this role is directly responsible to the Women and Children/YP Services Coordinator (WCSC), the role will be provided mentoring and guidance from an experienced worker in the Intake Admin Team.

The position will often be the first point of contact for women who reach out either via phone or face to face for support and services or who have been referred to the service by external stakeholders. The worker will be required to utilise the client database to document the engagement and outcomes.

The role will also contribute to service responses to women by the scheduling or rescheduling of appointments, sending information packs to clients and maintaining supplies of resources. The role works closely with the Intake and Advocate team and assist in the delivery of responses by booking accommodation, organising safety audits or security devices and providing items that are required.

From time to time, the role will also be required to undertake basic administrative, organisational support functions as required.

Support will be delivered in accordance with the Service Agreement, the DFV Investment Specifications relating to Domestic Violence Counselling (T320) and the internal processes, practices, policies and procedures of DVPC.

KEY FUNCTIONS OF THE ROLE:

- Welcome clients to the service and ensure that entry and security protocols are observed
- Respond to incoming telephone lines in an appropriate and respectful way, and respond according to processes and procedures
- Transfer, or advise using Teams Chats about the caller to appropriate Advocate or staff member.
- Monitor and allocate Police Assisted Referrals (PARS) as per process
- Respond to phone calls, emails and External Referrals as per process
- Update the client database as required and ensure correct procedures
- Updating the Advocates Electronic Calendar and Rosters
- Manage the provision and recording of material assistance including vouchers and personal safety items
- Prepare and post information packs
- Gather data and prepare reports as required
- Maintain a register of all incoming and outgoing correspondence and collecting and

posting mail each day.

- Maintain Organisational Registers including Blue Card
- Provide support for the delivery of Programs including preparing and photocopying of materials for education and training.
- Provide Administrative Support for the Security Upgrades program as requested by the WCSC
- Ensure that the counselling, kitchen and waiting rooms are set up and stocked with resources
- Oversee the purchasing and maintain office supplies
- Ensure all service information brochures and booklets are maintained to contain accurate up to date, relevant information and supplies are maintained.
- Contribute to the development of a professional and supportive working environment for all staff and the DVPC strategic plan.
- Support information and communication dissemination within the Organisation.
- Act in accordance with Organisational Policies and legislative requirements.
- Participate in team meetings, training and professional and skills development activities.
- Participate in the ongoing development of policy, processes and other organisational development activities.
- Provide and receive peer support as a part of the staff team.

SUPERVISION

All Employees are required to participate in the Staff Supervision and Professional Development Program which includes internal line supervision, external individual supervision, externally facilitated group supervision.

KEY SELECTION CRITERIA

- 1) Ability to work effectively and calmly in a crisis environment while providing a respectful and professional response
- 2) Experience in working in the area of human services with a preference for experience in crisis responses to domestic violence.
- 3) Understanding and/or a willingness to obtain an understanding of the complex issues affecting women and children who have experienced domestic and family violence
- 4) Ability to work within organisational frameworks and processes while exercising sound judgement and initiative as required
- 5) Highly developed organisational and administrative skills including the ability to prioritise and plan for activities
- 6) Highly developed computer skills in a range of applications including Outlook Express, Microsoft Programs and Go to Teams and experience in using a client database to update and maintain client records

- 7) Well-developed written and verbal communication skills with strong record keeping and administrative skills.
- 8) A high level of interpersonal skills, self-motivation, flexibility, initiative and enthusiasm.
- 9) Ability to plan and organise work effectively with minimal supervision and to work as part of a team.
- 10) An ability and commitment to creating a positive work environment and strong organisational culture while contributing to the development and achievement of the goals and vision of the Organisation

ADDITIONAL MANDATORY REQUIREMENTS:

- Applicants must be eligible to legally work in Australia and proof of eligibility may be required.
- A current blue card or the ability to obtain one if required